

Information Technology Support Description

The Office of Naval Research's (ONR's) mission is to plan, foster, and encourage scientific research and technology development in recognition of their paramount importance as related to the maintenance of future naval power and the preservation of national security. In order to pursue its mission, ONR requires Information Technology (IT) services to support its organizational, departmental, and programmatic requirements. Tasks under these services provide for the ONR IT network support, as well as general IT management, maintenance, and administrative support services. These include:

- 1) IT Network Management and Operations Services & IT Backup and Security Services. Includes providing all personnel resources to manage, operate, maintain and support the ONR Local Area Network (LAN) and Wide Area Networks (WAN). The ONR LAN is comprised of three major subsystems; the communications subsystems, the LAN server subsystems, and the workstation subsystems. The ONR WAN includes the ONR regional offices, detachments and satellite sites as well as the connectivity to/from those sites. Additionally, includes support in developing System Security Authorization Agreement Documentation (SSAA) for mission essential applications, and consulting support to assist in drafting SSAAs for systems as they are identified.
- 2) Information Technology Services – Includes resources and facilities management, database planning and design, systems analysis and design, network services, programming, conversion services, conversion and implementation support, network services project management, data/records management, subscriptions/publications (electronic media), and other services. Also includes IT Systems Analysis Services, Automated Information Systems Design and Integration Services, Programming, IT Data Conversion, and Computer Aided Design/Computer Aided Manufacturing (CAD/CAM) Services.
- 3) IT Hardware and Software maintenance & Licenses - Includes operating system software, application software, EDI translation and mapping software, enabled E-mail message based products, Internet software, database management programs, and other software.
- 4) Electronic Commerce Services - Includes value added network services, e-mail services, Internet access services, and other data transmission services.
- 5) Video Teleconferencing/Audio Visual Support Services – Includes spot checking the ONRHQ Management Information Center (MIC) on a weekly basis and communicate deficiencies and needed repairs to the third party maintenance contractor. Equipment in the MIC includes VCRs, BARCO projector, AMX control system, video camera, hearing-impaired equipment, PC and Macintosh computers, 35-mm projector, overhead projector, and color display monitors, electronically actuated screen, amplifiers, digital video interfaces, microphones, speakers, patch panels, VGA to RGBS and VGA

distribution in-line interface units, mixer, and switchers. Maintain and support video teleconferencing hardware and equipment. Provide remote access solutions using Integrated Services Digital Network (ISDN), Primary Rate Interface (PRI) and/or Basic Rate Interface (BRI) and provide recommendations during weekly network status meetings. Management of VTC, phone line additions, changes and moves; telephone requirements; voice over IP (VOIP) to include Unity and Call Manager administration, security, general server maintenance, and configuration management (telephone lines, VOIP server equipment, DID numbers, etc.) per government approved practice and manner. Install, configure, maintain and troubleshoot ISDN video teleconferencing equipment and systems.

6) IT Facility Help Desk Services - The contractor shall provide Helpdesk support under oversight of the Head, Operations Division. The contractor shall provide Helpdesk support to include microcomputer hardware and software assistance, and troubleshooting to ONR personnel on unclassified and classified systems and serves as the liaison between ONR microcomputer users, systems engineering personnel, and the ONR 061 software development team. The contractor shall staff, manage and maintain ONR's Helpdesk/User Support Center, Monday through Friday excluding government holidays, from 0600 through 1800. Government furnished pagers and cell phones will be provided to helpdesk personnel as GFM. During specified off-shift hours (Friday thru Monday 6:00 PM to 6:00 AM and weekends and holidays), the Contractor shall be on call to provide assistance when notified via pager.

7) Telecommunications & Wireless Services – Includes maintenance and tracking a pool of GFM replacement Cell Phones, Voice Over Internet Protocol (VOIP) handsets, and fax machines for immediate replacement or for loan when installed equipment is removed for repair. Administering and maintaining a pool of GFM cell phones for check out to authorized ONR employees for off-site use. Operate and provide access to COMSEC equipment and keying material for classified communications and VIXS & DVS-G services for classified and unclassified video teleconferencing.

8) IT End User Training Services - Includes evaluation of off-the-shelf training materials for use at ONR and recommendation of materials. Development of training schedules, course content and providing the actual training to all ONR employees. Training schedules shall include half-day courses and short one-hour courses in the training room, as well as specialized presentations and question/answer sessions. An average of 25 instructional hours per week shall be provided. Courses shall cover all COTS software available on the LAN. The contractor shall provide, review and maintain student critique forms for all of the training provided. Includes orientation to all newly hired ONR headquarters' employees in the operation of their assigned computer equipment and peripherals. Orientation shall include a one-hour hands-on session, at a minimum, to familiarize a new ONR employee with the basic ONR computer system and software applications.